IN THE CLAIMS:

Please cancel claims 1-20 without prejudice.

Please add new claims 21-25 as follows:

1-20.   (Canceled)

21.   (New) A method for providing support to a user from a remote computer, the method comprising the steps of:

determining that a user has encountered a problem with a webpage currently being viewed by the user with a web browser;

dynamically displaying a widget on the webpage in response to determining that the user has encountered the problem with the webpage;

determining that the user has selected the widget;

activating, in response to determining that the user has selected the widget, a control module embedded in the web page and associated with the widget that is currently being viewed by the web browser, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser, the activating step comprising:

determining that at least one error associated with form information exists in at least one form field on the web page currently being viewed by the web browser; and

in response to the determining that the at least one error exists, automatically activating the control module without user intervention;

receiving, in response to the activating step, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web browser;

after the activation step and before the receiving step, sending a message from the control module to the remote computer to establish a connection between the control module and a support application executing on the remote computer;

executing, via the control module, the source code received from the remote computer;

reading and modifying, via the control module in response to the executing step, state information of the web browser as instructed by the source code, the state information of the web

browser including form information entered into at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to read the form information;

sending the form information that is read to the remote computer;

executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to replace information in at least one form field of the web page that is currently being viewed by the web browser; and

executing the source code so as to cause the web browser to view a different web page,

wherein if the state information is read by the control module, the at least one error is recoded, and data associated with the at least one error is sent to the remote computer, and

if the state information is modified by the control module, the form information associated with the at least one error is modified so that the form information is acceptable by the form field.

22.   (New) A computer readable tangible storage medium encoded with a program for providing support to a user from a remote computer, the program comprising instructions for execution by a processing circuit for performing the steps of:

determining that a user has encountered a problem with a webpage currently being viewed by the user with a web browser;

dynamically displaying a widget on the webpage in response to determining that the user has encountered the problem with the webpage;

determining that the user has selected the widget;

activating, in response to determining that the user has selected the widget, a control module embedded in the web page and associated with the widget that is currently being viewed by the web browser, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser;

receiving, in response to the activating step, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web browser;

after the activation step and before the receiving step, sending a message from the control module to the remote computer to establish a connection between the control module and a support application executing on the remote computer;

executing, via the control module, the source code received from the remote computer;

reading and modifying, via the control module in response to the executing step, state information of the web browser as instructed by the source code, the state information of the web browser including form information entered into at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to read the form information;

sending the form information that is read to the remote computer;

executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to replace information in at least one form field of the web page that is currently being viewed by the web browser; and

executing the source code so as to cause the web browser to view a different web page.

23.   (New) A control module for embedding in a web page to allow support to be provided to a user from a remote computer, the control module comprising:

means for being embedded into a webpage by a web browser while the webpage is being loaded into the web browser;

means for determining that a user has encountered a problem with the webpage while the webpage is displayed with a web browser;

means for dynamically displaying a widget on the webpage in response to determining that the user has encountered the problem with the webpage;

means for determining that the user has selected the widget;

means for sending a message to the remote computer to establish a connection between the control module and a support application executing on the remote computer;

means for receiving, in response to the message that was sent, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web page; and

means for executing the source code received from the remote computer so as to read and modify form information entered into at least one form field of the web page,

wherein the means for executing executes the source code so as to read the form information, sends the form information that is read to the remote computer, modifies at least one form field of the web page that is currently being viewed by the web browser, and replaces information in at least one form field of the web page that is currently being viewed by the web browser.

24. (New) A method for providing support to a user of a remote computer from a customer service computer, the method comprising the steps of:

receiving, at the customer service computer, a message from a control module embedded in a web page that is currently being viewed by a web browser executing on the remote computer, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser; and

in response to receiving the message, sending source code from the customer service computer to the control module so as to cause the control module to read and modify state information of the web browser executing on the remote computer, the state information of the web browser including form information entered into at least one form field of the web page that is currently being viewed by the web browser,

wherein the sending step includes the sub-steps of:

sending the source code from the customer service computer to the control module so as to cause the control to read the form information; and

receiving, at the customer service computer, the form information that is read, and the sending step includes the sub-step of sending the source code from the customer service computer to the control module so as to cause the control module to modify at least one form field of the web page that is currently being viewed by the web browser.

25.   (New) A customer service computer for providing support to a user of a remote computer, the customer service computer comprising:

means for receiving, at the customer service computer, a message from a control module embedded in a web page that is currently being viewed by a web browser executing on the remote computer, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser; and

means for sending source code from the customer service computer to the control module so as to cause the control to read and modify state information of the web browser executing on the remote computer, the state information of the web browser including form information entered into at least one form field of the web page that is currently being viewed by the web browser,

wherein the means for sending sends the source code from the customer service computer to the control module so as to cause the control module to read the form information, and receives the form information that is read, and

the means for sending sends the source code from the customer service computer to the control so as to cause the control to modify at least one form field of the web page that is currently being viewed by the web browser.